

# THE CUSTOMER IS RIGHT

A Newsletter for Customers from the Rehabilitation Research & Training Center on Workplace Supports

Winter, 2000



## Personal Assistance Services: A Vital Workplace Support in the New Millennium

### FEATURED ARTICLES

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Business managers have administrative assistants to answer phone calls, compose letters, file papers, and retrieve work materials. University professors often employ research assistants to do computer searches, make phone calls, compile information, and complete other auxiliary tasks associated with the implementation of a research project. Professional brick layers and master carpenters hire assistants to carry equipment, resupply materials, and clean up a work-site so they can focus on job duties, such as laying bricks or framing in a house. These assistants aid in the overall productivity of a project by enabling the employee to focus on the essential duties of a specific job.

Similarly, Personal Assistance Services (PAS) in the workplace are services provided to an employee with a disability by a personal assistant (PA). Presently, there are many different definitions of PAS. First, most definitions include a person assisting someone with a disability to complete tasks aimed at maintaining well-being, personal appearance, and comfort within the home environment, the workplace, and the community. PAS is a reasonable accommodation that enables an employee to perform the functions of a job. The Job Accommodation Network, better known simply as JAN, developed a list of possible work-related PAS tasks to include:

- ▶ Filing or retrieving work materials that are out of reach for someone with a physical disability;
- ▶ Driving or travel assistance for an individual with a mobility disability;
- ▶ Note-taking and planning support for an employee with a cognitive disability;
- ▶ Reading handwritten mail to an employee with a visual disability; or
- ▶ Scheduling a sign language interpreter for staff meetings that include an employee with a hearing impairment.

Most employees with disabilities will **not** require PAS as a workplace support. Yet, for those individuals who do need these services, it can mean the difference

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between employment and unemployment. The specific work supports that are provided by a PA are based upon a combination of the employee's required work task needs and personal needs. These combinations create a distinctive composite of work duties for each PA. While the actual job duties of a PA can be extremely varied, there are some duties that would never be included as a responsibility, such as skilled medical care.

Great disability rights leaders and self advocates like Ed Roberts and Judy Heumann have educated the country on the value of PAS and the importance of these services being delivered in a

customer-directed fashion. A research investigation, conducted by the VCU-RRTC with independent living (IL) organizations across the country, found that very little has been done to measure the effectiveness of PAS as a workplace support. Additionally, a great deal of confusion exists about the nature of this workplace support among people with disabilities, service providers, rehabilitation professionals, and employers.

The goal of this newsletter is to raise awareness about PAS as a workplace support, share national research findings, provide best practice examples, and distribute resources that will enhance the community participation of individuals with significant disabilities. This issue of

the *Customer is Right* was developed with Anthony J. Young, a national expert on PAS, and several national organizations committed to the study and use of PAS as a workplace support. National collaborators for this newsletter include:

- ▶ The Rehabilitation Research and Training Center on PAS at the World Institute on Disability,
- ▶ VA Department of Rehabilitative Services,
- ▶ VCU-MCV Model Systems Project for Spinal Cord Injury, and
- ▶ VCU's National Supported Employment Consortium and Rehabilitation Research and Training Center on Workplace Supports.

## Worksite Personal Assistance Services: What Consumers Told Us!

by: Linda R. Mona

**A**re people with disabilities working? Do people with disabilities want to work? According to the 1998 Harris Poll, 7 out of 10 working age people with disabilities say they want to work, but only 29% have jobs. Many researchers and public policy analysts have tried to figure out what prevents people with disabilities from going to work. One reason is the lack of personal assistance services (PAS) within the workplace.

The World Institute on Disability (WID) has conducted research on PAS for the past 15 years within the Rehabilitation Research and Training Center on PAS (RRTC-PAS). In 1994, WID found that only 53 of 144 programs that provide publicly funded PAS allowed or did not prohibit recipients from using program funds to pay for services provided at the workplace. However, in this 1994 survey, worksite PAS was broadly defined and did not distinguish between PAS involving personal care at work (e.g., feeding, bowel/bladder care, etc.) and PAS with work-related tasks (e.g., filing, phone use, reading mail, etc.). Our research staff became more intrigued with worksite PAS and decided to look at this topic more closely.

### WORKSITE PAS DEFINED

The RRTC-PAS defines PAS as “a person assisting someone with a disability to perform tasks aimed at maintaining well-being, personal appearance, comfort, safety, and interaction with the community and society as a whole.” This general definition encompasses both types of PAS that may be needed on the job—personal care and assistance with job specific tasks. The primary goal of our initial worksite PAS research was to learn how people with disabilities identify, arrange, and use PAS at work. To help us identify relevant areas to pursue, we conducted a series of focus groups with consumers utilizing PAS.

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## CURRENT STUDY

Included in our focus groups were individuals with a wide range of disabilities who were currently using and/or had previously used PAS. The final focus groups included individuals with the following disability types: mobility, vision, cognitive, and psychiatric disabilities. Our final sample included 17 individuals (14 men and 3 women) with a wide range of occupations (e.g., consultant, managerial, technical, disability industry, academic, administrative, self-employed).

Three focus groups were conducted in California and Georgia. All group locations were accessible to persons with varying disabilities (e.g., wheelchair accessible location, sign language interpreter upon request, written materials available in Braille, PAS provided on site). Participants spoke about a variety of interesting themes including:

- ▶ Experience explicit and/or perceived discrimination.
- ▶ Issues with self-identification of disability and worksite PAS needs.
- ▶ Experience fewer difficulties finding assistance with work tasks versus personal care tasks.
- ▶ Knowing when and how to disclose PAS workplace needs.
- ▶ Knowing who and when to ask for worksite PAS.
- ▶ Learning how to negotiate relationships with home and work providers.
- ▶ Experience better worksite PAS arrangements when services are contracted.
- ▶ Discussing worksite PAS needs with a supervisor for positive and negative points.
- ▶ Using PAS to shape job selection.
- ▶ Many industrial jobs are comfortable with accepting disability.

- ▶ Customer-directed service brings greater satisfaction.

Overall, the consumers indicated more satisfaction with using PAS within their work environments when they felt comfortable disclosing their disability status with employers, perceived little or no employer discrimination, and received support about workplace PAS from their supervisor. In addition, important steps in establishing satisfactory worksite PAS arrangements included negotiating clear boundaries within consumer/provider relationships (e.g., paid positions for PAS providers and clarity about work schedules) and being able to choose their own provider (i.e., consumer direction).

## CONSUMER'S SUGGESTIONS

Participants offered numerous suggestions for improving PAS in the workplace. These recommendations included:

- ▶ Fight for federal and/or state money for worksite PAS.

- ▶ Learn how to articulate PAS needs to an employer.
- ▶ Find money to pay your own PAS providers whenever possible.
- ▶ Fight for higher salaries for PAS providers.
- ▶ Increase disability awareness of employers.
- ▶ Involve employers in disability-related policy development.
- ▶ Increase education for human resources departments.

## FUTURE RESEARCH DIRECTIONS

Based on the information gathered from the focus groups, we are now in the process of creating a detailed questionnaire to be distributed to consumers in January, 2000. Through this process, we hope to gain a more comprehensive understanding of PAS in the workplace so that we can be influential in developing and supporting PAS policy. We will disseminate our findings to help consumers become more informed about worksite PAS and spread the word to employers, with whom we must develop strong collaborative relationships.



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**REHABILITATION RESEARCH  
& TRAINING CENTER  
ON PERSONAL  
ASSISTANCE SERVICES  
(RRTC-PAS)**

The Rehabilitation Research and Training Center on Personal Assistance Services seeks to further understanding of how personal assistance services (PAS) systems can improve the economic self-sufficiency, independent living, and full integration of people with disabilities into society. It is accomplishing this goal through studying PAS models for independent living. The major focus of the RRTC-PAS is to promote consumer directed services and choice.

**For more information regarding the RRTC on PAS, contact:**

**World Institute on  
Disability  
510-16th Street  
Suite #100  
Oakland, CA 94612-1500**

**Visit our Web Site at:**

**[www.wid.org/pas/index.html](http://www.wid.org/pas/index.html)**

**or E-mail to:**

**[mailpas@wid.org](mailto:mailpas@wid.org)**

## **Role of a Personal Assistant in the Workplace**

by: Ed Turner

What is the role of a personal assistant in the workplace? To answer this question, the VCU-RRTC conducted two focus groups comprised of individuals who use personal assistant services on a daily basis. The focus first group involved participants with little or no experience directing their own personal assistant. The second focus group coincided with the national conference of the National Council on Independent Living (NCIL) with participants comprised of experienced customer-directed PAS users, and CIL employees who use and provide PAS as a reasonable accommodation.

The development of a definition of what is meant by PAS when applied to a workplace setting was the major outcome of this focus group research. Group members agreed that the definition needed to be a single, simple and clear statement that was meaningful to

employees with disabilities, personal assistants, and employers. The definition they developed is:

*“Personal assistance services in the workplace are services provided to an employee with a disability by a personal assistant to enable the employee to perform the essential duties of a job more efficiently.”*

Both focus groups were able to quickly generate a detailed list of workplace tasks that can be performed by a personal assistant at a job site. The table below organizes these lists into four major job functions. For each job function there is a description of several possible workplace tasks that may be directly associated with the particular job. It is important to note that this table represents a full range of possible workplace support options that can be provided by a personal assistant.

### **GENERAL JOB DUTIES THAT CAN BE PERFORMED BY A PERSONAL ASSISTANT IN THE WORKPLACE**

<b>Job Functions</b>	<b>Description of Possible Tasks</b>
Activities of Daily Living Aid	Provide assistance with combing hair, applying make-up, straightening clothes, eating lunch, and/or other activities of daily living throughout the work day and on business trips.
Business Travel Companion	Provide assistance with making travel arrangements, completing travel reimbursement paperwork, serve as personal driver, facilitate the acquisition of chauffeuring services, and/or serve as a traveling companion on business trips.
Office Services Specialist	Provide assistance with getting mail, opening mail, making telephone calls, keeping work-space organized, making copies, filing, taking dictation, and entering data.
Meeting Assistant	Provide interpreter services or facilitate the acquisition of an interpreter, voice interpretation, meeting note taker, and/or document reader.

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Defining the role and the function of PAS in the workplace will ultimately prove important to increasing access to the employment for individuals with significant disabilities. Ensuring that the employees using PAS directly manage their own supports is vital to the process. Managing PAS would include participating in such activities as recruiting, hiring, and evaluating the personal assistant. Yet, before large numbers of employees can begin accessing this support, additional research and regulatory policy clarification must be given to determine:

- ▶ supports considered to be a reasonable accommodation and therefore paid for by the employer; and
- ▶ supports considered to be personal in nature and funded by medicare or other funding sources.

Once these important issues are addressed, employees with significant disabilities will be able to expand their work opportunities in exciting and challenging work environments, and employers will be in a position to benefit from enhanced diversity within their business settings.

## Examples of Personal Assistance Services in the Workplace

by: Anthony J. Young

While using PAS as a reasonable accommodation is new to many businesses, many employers are doing a good job at providing this work support as a reasonable accommodation. The following are a few examples of how employers have provided PAS for employees with disabilities. While the situations below represent a small sample of the actual services possible within the workplace, they demonstrate how a PA can be used in combination with other work supports.

### ADJUSTMENTS TO BOB'S WORK SCHEDULE

**B**ob is a technology and telecommunication policy specialist with cerebral palsy which affects his mobility and speech. Bob uses a personal assistant at his home to assist him with bathing, eating, shopping, dressing, transferring, and toileting. Over the years, Bob has been confronted with work scheduling difficulties due to transportation issues associated with arranging for home assistants to arrive very early in the morning. These two problems made it difficult for Bob to consistently

arrive to work on time. Bob's employer made an adjustment in his work schedule that allows him to work a flex day beginning one hour after the office regularly opened and ending one hour after the office closed. Security personnel were informed of the changes to Bob's schedule and were made available to unlock security doors for him when he finished work. In addition, the employer hired a part-time PA to provide supports to Bob related to eating and use of the bathroom during work hours.

### CO-WORKER ASSIGNED TO MARTHA

**M**artha, an employee with quadriplegia, uses a power wheelchair for mobility and the services of a PA for help with bathing, eating, shopping, dressing, transferring, and toileting. Martha is employed as a program manager. As part of her job, she must develop office procedures and operation manuals, answer questions on how to implement procedures and operations, collect data, and write reports. To perform the majority of these job

functions, Martha is highly dependent on her personal computer. To increase Martha's productivity, her employer purchased a voice dictation program that enables her to verbally operate her personal computer for research, e-mail, report writing, and data collection. A co-worker was assigned to assist Martha with the initiation and removal of the voice dictation headset microphone, and another co-worker was trained to assist with eating, drinking, and toileting.

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## JACK'S WORK STATION MODIFICATION

**J**ack, an employee who is legally blind, must prepare memos, briefs, reports, technical assistance papers, and performance reports. These items are developed using a variety of resources, including books, newspapers, verbal reports, and Internet materials. Jack's employer purchased a print reader and a closed circuit TV system to assist him in accessing these products. In addition, a voice output screen reading software was provided to access resources found on the Internet. A co-worker from a shared labor pool was assigned to provide PA supports, such as reading printed material that could not be accessed. Jack trained his PA to read in a manner best suited to his work.

## AN OFFICE SERVICES SPECIALIST FOR GAIL

**G**ail, a training specialist with cerebral palsy, uses an electric wheelchair and is employed as a training associate with a large state bureaucracy. As a training associate, Gail is responsible for designing, developing, and delivering personnel training events. Additionally, she must write articles and develop training materials and products. Gail was in need of a PA to take voice dictation, make copies, read documents, develop meeting minutes, open mail, answer the phone, and file. The state system that employed Gail did not have "personal assistant" as an existing job title. Gail and her employer developed a job description for a part-time office services specialist and hired the assistant to serve

as her PA. Gail directly supervises and evaluates the work of the new office services specialist serving as her PA.

Adjustments in an employee's work schedule, modifications in an employee's workstation, assignment of a co-worker for assistance, and the direct hire of PA are just a few of the many creative ways that employees can be supported with PAS in the Workplace. Critical to this process is the need for employers and employees to openly discuss work situations and/or concerns and to work together to develop possible solutions for job success. When this is done in an open manner, creative reasonable accommodations can usually be negotiated.

## Acquiring PAS in the Workplace

*by: Susan D. Payne*

**I**t comes as no surprise to many individuals with significant disabilities that getting or keeping a job can present a number of problems. One major challenge is finding appropriate and reliable personal assistance services (PAS). For many individuals with disabilities, the assistance of another person is necessary to accomplish normal activities of daily living at home and in the workplace. For these individuals, maintaining employment is often dependent on finding and keeping one or more personal assistants who are interested in providing consistent care, both in the home and at work.

In Virginia, several options exist for individuals who require PAS if they are to work successfully. Sometimes called attendant services or personal care, PAS are eligibility based with criteria that consider the disability, the subsequent functional limitations, and the financial resources of the consumer. Using the consumer-directed model where the consumer is the employer, the Virginia Department of Rehabilitative Services (DRS) manages three PAS programs. Each of these programs requires that consumers participate in a comprehensive assessment of need and a consumer-orientation training program provided through the Centers for Independent Living. A formal application is required, and the consumer may be responsible for a portion of the cost of services.

The Department of Rehabilitative Services manages the three options described on the following page for acquiring Personal Assistance Services. Other possible sources for PAS include Companion Services through the Department of Social Services and services through the Veterans Administration. PAS can also be personally arranged by the consumer through friends, family members, or other community supports. Because of the multiple potential sources of PAS and the various eligibility criteria for each, consumers should seek information and assistance from their own state Department of Rehabilitative Services or local Centers for Independent Living.

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## OPTION #1: VOCATIONAL REHABILITATION PAS

For some consumers with disabilities who are pursuing employment by applying for or currently receiving vocational rehabilitation (VR) services through DRS, VR PAS may be an option. To access PAS through the VR PAS program, the consumer should ask his or her VR counselor to submit a PAS application to the PAS Coordinator at the

DRS Central Office. PAS must be required for the individual to participate in an Employment Plan, developed by the consumer and counselor that outlines plans for achieving an employment outcome. The PAS Coordinator can provide technical assistance to the consumer, representative, or counselor who is seeking information about PAS.

## OPTION #2: STATE-FUNDED PAS

State-funded PAS may be an option for individuals with severe disabilities who require the assistance of another individual to perform the physical tasks of daily living. Examples of such tasks would include, but are not limited to, positioning, dressing, and grooming. A

fund of last resort, this program serves individuals who cannot access PAS through any other source and have the ability to independently manage their own PAS. Funding is limited, and there is a waiting list for services.

## OPTION #3: PAS FOR INDIVIDUALS WITH BRAIN INJURY

PAS for individuals with brain injury is a relatively new initiative. While this program is consumer-directed, the consumer must have a representative who will assist in managing the PAS. In addition, the personal attendant services must be obtained from the Virginia Department of Medical Assistance Services (DMAS) through Medicaid-funded Waiver programs. These programs include the Technology Assisted Waiver, Consumer-Directed Personal Attendant Services Waiver, Elderly and Disabled Waiver, and Mental Retardation Waiver. Consumers seeking assistance through these programs must participate in a nursing home pre-

screening provided by the Departments of Health and Social Services and must meet specific eligibility criteria based on functional limitations resulting from a disability and financial need. Information about these programs can be found through the local Departments of Health and Social Services or Centers for Independent Living.

## ASK THE ADVOCATE

**Q:** Is a medical assessment a requirement to determine eligibility for most consumer-directed PAS Programs?

**A:** NO -- Even though the Uniform Assessment Instrument is used to determine eligibility for most consumer-directed PAS programs, it is not administered by medical personnel. For example, in both of Virginia's consumer-directed PAS programs, the assessment is done by staff from Centers for Independent Living (CIL) through a contract with the Department of Rehabilitative Services (DRS) and the Department of Medical Assistance Services (DMAS).

As PAS moves into workplace settings, these assessments will need to focus on employment support provided by personal assistants. Employment specialists, vocational service providers, and/or CIL staff will need to become skilled at working with the employee to analyze his/her need for on-the-job assistance and accommodation. This assistance will enable the employee with a disability to more efficiently accomplish work-related tasks. The increased efficiency will demonstrate to employers the cost-effectiveness of providing PAS as a reasonable accommodation at the workplace.

For further information regarding the listed options for personal assistance services in Virginia contact:

**Susan David Payne, Manager**  
**Personal Assistance and Nursing Home Outreach Services**  
**Department of Rehabilitative Services**  
**1-800-552-5019**  
**or**  
**contact your Local Center for Independent Living**

## Finding a Qualified Personal Assistant

by: Ed Turner & Chris Barrett

The process of finding a qualified Personal Assistant (PA) for workplace duties requires a great deal of preparation and work for the new employee with a disability. Critical to this process is the development of a well written, detailed job description of personal assistant duties prior to the recruitment process. The first step is a self-assessment to determine discrete workplace needs that could be completed by a personal assistant. Some employees benefit from the assistance of an employment specialist or other rehabilitation professionals to facilitate the self-assessment. The results are then categorized into job functions that are used in writing the detailed job description for hiring the personal assistant.

Once an accurate and complete job description has been developed, recruitment tactics must be initiated.

Recruitment is the most difficult part of the entire process. Where do you look for a personal assistant? How will you find the right person who not only matches with the workplace needs but will also match-up with the corporate culture of the workplace? The answer to these questions can be found by taking a common sense approach. The first step is to begin with a solid network of family and friends. Individuals closest to the employee possess the greatest knowledge to begin the PA match-up process. The next step is to develop a list of potential places to target recruitment efforts. After identifying those locations, the employee must be willing to devote long hours to obtain the best match. The list below gives 12 strategies for recruiting a personal assistant.

Most people will agree that PAS in the workplace is not a common work

accommodation. Yet, if greater numbers of people with disabilities are going to access employment, increased emphasis on the use of PAS is needed. People with disabilities, employers, and rehabilitation professionals must understand the potential benefits of a PAS. Employees with disabilities need to develop the skills necessary to hire and manage the PA services needed. Finally, education and training must be extended to individuals interested in becoming personal assistants to assist them in acquiring and developing the competencies needed to provide necessary work supports in an unobtrusive and competent manner. Once this education occurs, employers will begin to recognize the advantages of utilizing PAS as a workplace support accommodation that increases worker productivity while adding diversity to the workforce environment.

### *TWELVE STRATEGIES FOR RECRUITING A PERSONAL ASSISTANT*

1. Advertise in several local newspapers and speciality papers.
2. Call the local Center for Independent Living and request their personal assistants registry.
3. Use your friends and family network.
4. Tell your co-workers that you are seeking a personal assistant.
5. Post a job ad on bulletin boards at local churches.
6. Contact local civic clubs to request their assistance with recruitment effort ideas.
7. Advertise in publications developed at local high schools, community colleges, and universities.
8. Investigate employment opportunity advertisements in local newspapers.
9. Scan the Yellow pages of your local telephone directory for home care service providers.
10. Contact local technical schools that are training students for health care professions.
11. Advertise for a PA within the company.
12. Advertise in business newsletters and other business publications.



## Values Driving PAS

In the early 90's, the World Institute on Disability (WID) held a conference of PAS Stakeholders to come up with a plan to develop a national PAS program. Conference participants established a set of values that would drive PAS provided through a national program.

### THESE VALUES ARE:

1. No medical supervision is required.
2. The services provided include personal maintenance and hygiene such as catheterization, mobility, and household assistance.
3. The maximum service limit should exceed 20 hours per week.
4. Service is available 24 hours a day, seven days a week.
5. The income limit for eligibility is greater than 150% of the poverty level. Individuals who are severely disabled and whose income exceeds that established for eligibility should be allowed to buy into an insurance policy that provides attendant care. Marital status and subsequent financial circumstances should not govern access to personal care assistance.
6. Individual providers can be utilized by the consumer.
7. The consumer hires and fires the assistant.
8. The consumer pays the assistant.
9. The consumer trains the assistant.
10. The consumer participates in deciding on the number of hours and type of service he/she requires.

## Personal Assistance Service Management

by: Frank Strong, Jr.

Often, one of the most critical factors of assuring the success of a person with a disability is personal assistance services (PAS). This service can help a person with a disability successfully accomplish the "essential functions of the job." These essential functions, described in the American with Disabilities Act, are the work activities that must be accomplished in order to carry out assigned work duties. Many of these work assignments can be accomplished by people with significant disabilities with the support of a personal assistant.

In the past, there were job descriptions that required having a driver's license, lifting, and specific vision activities which typically disqualified many individuals with disabilities. Now, with the aid of a personal assistant, an applicant with a

disability can perform many of these tasks, even if the applicant is not able to drive or lift heavy objects as long as these activities are not "essential functions" of the job. For example, a counselor or sales person who needs to travel to provide services or sell products can still travel without a driver's license if the worker with a disability can obtain personal assistance services.

Until recently, there were few resources to assist in recruiting, supervising, and training of a personal assistant. Now, programs such as ours at the Central Iowa Center for Independent Living (CICIL) have developed user-friendly training programs designed to assist people with disabilities find and keep personal assistant service providers. The format of the training is interactive

and designed for consumers and providers. A video tape version of the consumers training curriculum is in production. Upon completion, people with all kinds of disabilities will be able to access this information. All training materials will be available in alternative formats.

The CICIL wanted to find out how other organizations defined personal assistance services, so CICIL conducted a national survey and mailed 360 questionnaires to Independent Living Centers across the United States, as well as Canada, Puerto Rico and the Virgin Island. A 39% response rate was achieved with 139 completed surveys returned to the CICIL. A sample of the survey results can be found on the following page.

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## NATIONAL SURVEY CONDUCTED BY CICIL -- SAMPLE RESPONSES

**Does your CIL offer/provide Personal Assistance Services?** Yes -- 98 (70.5%) No -- 41 (29.5%)

**Comment:** Most of the CILs serve at a minimum, as a referral agency. Some provide the service but to a limited number of consumers, such as only to their employees, only while consumers are at the center, or only for conferences. (Most CILs who answered No to this question did not indicate any response to the rest of the questions on the survey.)

**Does your CIL place ads in local papers to recruit personal assistance providers?** Yes-- 61 (55.5%) No -- 49 (44.5%) N. A. -- 29

**Comment:** Most centers use traditional ads and public service announcements. Some supplement or replace these with alternative forms of advertising, i.e., fliers, college newspapers, recruitment at public speaking engagements, etc. Some centers consider it the consumers' responsibility. Several centers cited the ineffectiveness of placing such ads.

**Do you meet personal assistance applicants in person?** Yes -- 71 (64.5%) No -- 39 (35.5%) N. A. -- 29

**Comment:** Most centers meet the applicant first. Some consider interviewing the consumer's responsibility. Centers sometimes handle the paperwork involved.

**Does your CIL offer training to people interested in becoming personal assistance providers?** Yes -- 43 (36.8%) No -- 74 (63.2%) N.A. -- 22

**Comment:** Some CILs refer PSAs to other agencies for training. In consumer-directed programs the training is left up to the consumer. Some centers not providing this training either can't afford the service or have had no requests for this type of program. Those CILs who do offer PAS training vary widely in training content from disability awareness and IL philosophy to first aid and transfer techniques. Training frequency varies from center to center ranging from three or four hour sessions to a 13 week training program. Centers provide literature, manuals, software and/or videos to train PSAs.

For more information about the programs developed or the survey sent by the Central Iowa Center for Independent Living contact:

Central Iowa Center for  
Independent Living (CICIL)  
1024 Walnut Street  
Des Moines, Iowa 50309-3424

(515) 243-1742 VOICE  
(515) 243-2177 TTY  
1-888-503-2287  
<strongman@raccoon.com>

## ANNOUNCING Two New Products from the RRTC on Workplace Supports

**NEW**

### THE IMPACT OF SUPPORTED EMPLOYMENT FOR PEOPLE WITH SIGNIFICANT DISABILITIES: PRELIMINARY FINDINGS FROM THE NATIONAL SUPPORTED EMPLOYMENT CONSORTIUM

*Edited by: Grant Revell, Katherine J. Inge, David Mank, & Paul Wehman*

This is the first monograph published by the National Supported Employment Consortium. It provides information on presenting a wide variety of evaluation studies that are works in progress. The monograph's range of authors and topics reflects the comprehensive nature of the SEC evaluation effort. There are fifteen papers that frame the results in a practical, best practice oriented viewpoint.

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**Articles in this monograph include:**

- ▶ [Supported Employment: Critical Issues and New Directions](#) -- by: *Paul Wehman & John Bricout*
- ▶ [Paying for Success: Results-Based Approaches to Funding Supported Employment](#) -- by: *Jeanne Novak, David Mank, Grant Revell, & Dan O'Brien*
- ▶ [Supported Employment: It's Working in Alabama](#) -- by: *Valerie Brooke, Howard Green, Dan O'Brien, Byron White, & Amy Armstrong*
- ▶ [Empirical Evidence of Systems Change in Supported Employment](#) -- by: *Martha McGaughey & David Mank*
- ▶ [The Quality of Supported Employment Implementation Scale](#) -- by: *Gary R. Bond, Jeff Picone, Beth Mauer, Steve Fishbein, & Randy Stout*
- ▶ [A Profile of Vocational Rehabilitation Interagency Activity Improving Supported Employment for People with Disabilities](#) -- by: *Susan M. Foley, John Butterworth, & Amy Heller*
- ▶ [Interagency Agreements Encouraging Supported Employment for People with Disabilities: Preliminary Report on Exemplary Practices](#) -- by: *Susan M. Foley & Joseph Green*
- ▶ [The Cutting Edge: State Policy Innovation and Systems Change](#) -- by: *Martha McGaughey & David Mank*
- ▶ [Initiatives Influencing the Emergence of Results-Based Funding of Supported Employment Services](#) -- by: *Jeanne Novak, David Mank, Grant Revell, & Nancy Semaitis*
- ▶ [Vocational Outcomes for Persons with Severe Physical Disabilities: Design and Implementation of Workplace Supports](#) -- by: *Katherine J. Inge, Wendy Strobel, Paul Wehman, Jennifer Todd, & Pam Targett*
- ▶ [Personal Assistance Services: A Vital Workplace Support](#) -- by: *Ed Turner, J. Michael Barcus, Michael West, & Grant Revell*
- ▶ [Rural Routes: Promising Supported Employment Practices in America's Frontier](#) -- by: *Cary Griffin*
- ▶ [Workplace Supports: A View From Employers Who Have Hired Supported Employees](#) -- by: *Darlene Unger*
- ▶ [Workplace Supports in Practice](#) -- by: *Pat Rogan, Becky Banks, & Michelle Howard*
- ▶ [Supported Employment and Natural Supports: A Critique and Analysis](#) -- by: *Paul Wehman & John Bricout*

**MANUAL PRICE:           \$24.99 for book           \$24.99 for audio tape**



**RECRUITING WORKERS FOR THE NEW MILLENNIUM: ENHANCING & EXPANDING YOUR WORKFORCE**      *Developed by: Virginia Commonwealth University, Rehabilitation Research & Training Center on Workplace Supports*

Listen to corporations as they share business reasons for recruiting qualified potential employees with disabilities. In a business-to-business approach, nationally recognized employers discuss how hiring individuals with disabilities has changed their companies for the better. Myths regarding high accommodation costs, safety concerns, and productivity issues are addressed. Businesses will want to watch this video and learn why they should recruit people with disabilities when they are searching for competent, productive, motivated, and dedicated employees. Our business partners for this new product include: U.S. Chamber of Commerce, Crestar Bank, a subsidiary of SunTrust Bank; Philip Morris; Bon Secours Hospitals; Borders Books and Music; and many more.

**VIDEO PRICE:   \$49.99 Open Captioned & \$49.99 Closed Captioned**

**FOR MORE INFORMATION REGARDING THESE TWO NEW PRODUCTS CONTACT:**

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